

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	103	115	-10%
	Admits	14	16	-13% ▼
	Discharges	15	20	-25% ▼
	Service Hours	520	1,858	-72% ▼
	Bed Days	5,458	5,480	0%

▲ > 10% Over 1 Yr Ago    ▼ > 10% Under 1Yr Ago

### Consumer Satisfaction Survey (Based on 84 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		88%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Access		84%	80%	88%
✓ Overall		82%	80%	91%
● Outcome		79%	80%	83%
● General Satisfaction		78%	80%	92%
● Recovery		70%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    ✓ Goal Met    ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Community Support	41	37.6%
	Case Management	32	29.4%
	Residential Services	17	15.6%
<b>Addiction</b>	Residential Services	15	13.8%
<b>Forensic MH</b>	Crisis Services	4	3.7%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	9%	Male	55	53%	58%
26-34	11	11%	21%	Female	48	47%	42%
35-44	14	14%	22%	Transgender			0%
45-54	25	24%	19%				
55-64	40	39% ▲	20%				
65+	12	12%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	81	79%	70%	Black/African American	54	52% ▲	17%
Hisp-Puerto Rican	14	14%	12%	White/Caucasian	46	45% ▼	62%
Hispanic-Other	7	7%	8%	Asian	1	1%	1%
Hispanic-Mexican	1	1%	0%	Multiple Races	1	1%	1%
Hispanic-Cuban			0%	Other	1	1% ▼	13%
Unknown			10%	Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			6%

Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

Variations in data may be indicative of operational adjustments related to the pandemic.

# Atlantic Park Apts 120-260

Inspirica Inc. (formerly St Luke's LifeWorks)

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	2	1	100% ▲
Discharges	1	1	0%
Service Hours	76	604	-87% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	94%	15% ▲

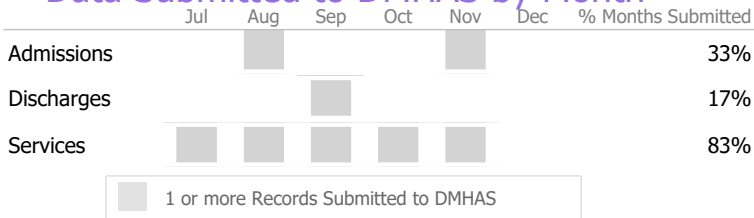
## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	97%	3%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% ▼
Admits	1	1	0%
Discharges	2	4	-50% ▼
Service Hours	63	302	-79% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	94%	15% ▲

### Service Utilization

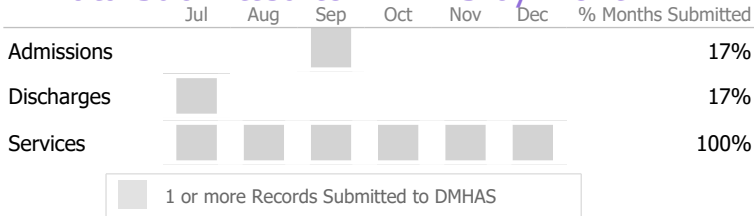
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		89%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	43	-5%
Admits	6	3	100% ▲
Discharges	4	5	-20% ▼
Service Hours	381	953	-60% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	80%
On-Time Periodic		
6 Month Updates	42%	81%
Co-occurring		
MH Screen Complete	33%	80%
SA Screen Complete	33%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	59%	-15% ▼

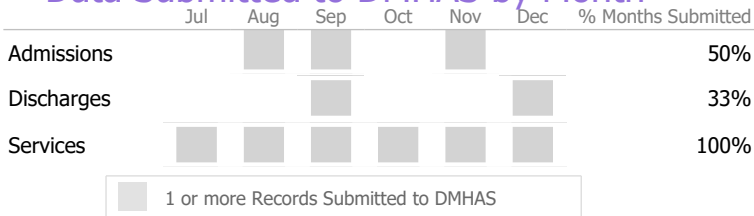
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		31	76%	60%	82%	16% ▲
Employed		6	15%	20%	13%	-5%
Stable Living Situation		30	73%	80%	88%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	86%	90%	97%	-4%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	14	21% ▲
Admits	4	1	300% ▲
Discharges	5	1	400% ▲
Bed Days	2,287	2,378	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic		
6 Month Updates	88%	87%
Co-occurring		
MH Screen Complete	100%	84%
SA Screen Complete	100%	69%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	80%	60%	79%	20% ▲
Follow-up within 30 Days of Discharge		3	75%	90%	75%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	76%	60%	83%	16% ▲
Stable Living Situation		17	100%	95%	93%	5%
Employed		1	6%	25%	9%	-19% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,130 days	0.5	96%	90%	93%	6%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■	■			33%
Discharges			■	■			33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	9	-56% ▼
Admits	1	6	-83% ▼
Discharges	3	7	-57% ▼
Bed Days	411	446	-8%

### Discharge Outcomes

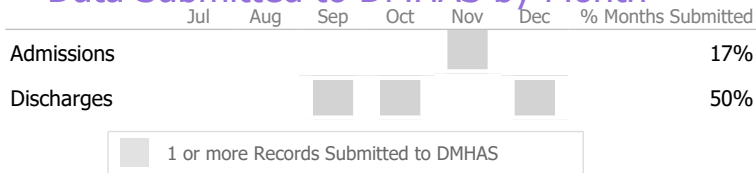
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	179 days	0.5	74%	90%	93%	-16% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	-	4	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	2,760	2,656	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%

### Discharge Outcomes

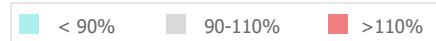
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	85%	75%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	33%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		13	87%	60%	80%	27% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	823 days	0.5	100%	90%	76%	10%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS



\* State Avg based on 3 Active AIDS Residential Programs